**Nationality:** UK

**Date of Birth:** 26/01/1986

**Profile**

An experienced Project / Operations Manager with a proven track record of delivering highly complex projects on time and on budget. Experience spans the full operations lifecycle including planning, management, monitoring and evaluation. Comfortable working with people of all levels and having a excellent commercial approach to solving problems. Having proven people management skills, with the ability to manage performance and motivate staff on an individual and team level

Currently looking for a new and challenging opportunity within the UAE. One that will make best use of my existing skills and experience and also furthers my personal and professional development.

|  |  |  |
| --- | --- | --- |
| Supervisory SkillsExcellent secretarial and admin skillsConfident with Microsoft Packages Health and Safety CertificateManagement experience  | Full UK Driving Licence Excellent interpersonal SkillsNative English speaker | Outstanding service/sales track recordExcellent Problem Solving SkillsProject ManagementBusiness Operations |

**Skills Summary**

**Career History**

**Mitech UK Ltd** **Feb 2015 – August 2015** **Project Manager**

* Facilitating internal ongoing moves and storage for one of Europe’s largest law firms and one MiTech’s biggest contract, Freshfields Bruckhaus Deringer.
* Managing staff numbers of 40-60 workers and ensuring quality of work is maintained and procedures are followed
* Handling highly sensitive documents and ensuring all protocols are met
* Liaising and communicating specific requirements for the clients
* Quality control checks regularly done
* Estimating volume and liaising with office requirement of staff needed
* Space Planning
* Facilitating internal moves

**AQ Removals Ltd**  **October 2008 – January 2015 Move Coordinator**

 **Sales Team**

**Project Manager**

Sub Contract

*AGS Fourwinds International, Steven Morris Removals and Storage, Kuwahara Ltd, Wentworth International Movers, AllFeight International Baggage, Jamie Briggs Removal & Storage Ltd*

* Proven track record at exceeding monthly, quarterly or annual quotas.
* Excellent verbal and written communication skills.
* Quickly building ongoing customer relationships.
* Ability to meet deadlines, prioritize, multi-task, and cope well with frequent change.
* Superb telephone etiquette.
* Developing sales processes and procedures.
* Ability to build strong business relationships at the highest level.
* Closure of complex sales deals.
* Resilient when handling customer objections.
* Advanced selling and negotiation skills.
* Customer-focused and partnership centric.

**Two Men and a Truck Ltd** **Sept 2013 – March 2014** **Operations Manager**

* Managing sales and move team
* Managing every aspect of a fleet of vehicles
* Reviewing sales
* Taking lead on big projects and feeding back to sales team
* Excellent conversion rate of 80%
* Estimations
* Experience in estimating studio apartments to 7 bedrooms penthouses.

**MITIE Trident Security**   **Sept 2005 – Sept 2008** **Operations Manager**

* I had to deal with a very high volume of calls from sites across London, booking staff on sites and filling absent sites with floating guards.
* Responsible for checking through the night shift to make sure guards were safe and on site.
* I worked as a security officer on various sites across west London, including Magistrate Courts, industrial sites and large department stores.

**Education**

1997 - 2002  **Northolt High School** GCSE

2000 – 2002 **Northolt High School** GNVQ ICT Practitioners - *Merit Grade*

2002 – 2004 **Uxbridge College** *BTEC Software Development - Merit Grade* 2015 **Mitech** -Manuel handling course

**Languages**

* English: Fluent
* Arabic: Moderate
* Moroccan Arabic: Fluent

**Hobbies and Interests**

Away from my career, I enjoy playing football weekly at club level. I am also have a keen interest in travelling when time permits.



**Gulfjobseeker.com CV No:** **1472580**